

**Iowa Telecommunications & Technology Commission
Meeting
Grimes State Office Building, 1st Floor
Des Moines**

FINAL

May 15, 2008

Commissioners Present

Betsy Brandsgard, Chairperson
Timothy L. Lapointe, Member
Robert R. Hardman, Member (by video)
David A. Vaudt, Ex-Officio Member

Commissioners Absent

Pamela A. Duffy, Member
Michael W. Mahaffey, Member

Iowa Communications Network Staff Present

John Gillispie, Executive Director
Joseph Cassis, Deputy Director
Dave Marley, Operations Administrator
Kevin Heinzeroth, Finance Administrator
Vicki Wallis, Engineering Administrator
Tami Fujinaka, Government Relations Manager
Gail McMahon, Public Relations Manager
Diane Van Zante, Secretary (Recorder)

Guests

Delegation from Moldova
Kyle Holmgren, Qwest
Terry Rinehart, IPTV
Trista Peitzman, IPTV
Beth Lenstra, LSA
Lynee Casper, AEA 11
Deborah Lake, Iowa Council for International Understanding
Dale Engelken, Genesis Marketing and Research

Call to Order

Ms. Brandsgard called the meeting to order at 9:01 a.m. It was noted that the Commission did not have a quorum of members present.

Introduction of Guests from Moldova

A delegation from the Republic of Moldova has been visiting the ICN and was invited to attend today's meeting. Moldova is located between the Ukraine and Romania. Chairperson Betsy

Brandsgard welcomed the guests from Moldova and asked each to introduce him/herself and state their occupation/affiliation.

Approval of Minutes

Approval of the March 20, 2008 and April 16, 2008 meeting minutes was deferred to the July meeting.

Old Business

None.

New Business

Customer Satisfaction Survey – Dale Engelken, President, Genesis Marketing and Research. Mr. Engelken summarized the results of the most recent customer satisfaction survey. Since December 2006, three surveys have been conducted. A total of 1,241 customers comprised of state agencies, K-12 schools, higher education, libraries, federal agencies, etc. were invited to participate. The response rate for the third survey was 32%.

High level results:

1. How satisfied are you with the services you receive from the ICN? Eighty-seven percent (87%) were very satisfied or somewhat satisfied.
2. How would you rate the value of the services you receive from the ICN? Seventy-nine percent (79%) rated the value as excellent or good.
3. How likely would you be to recommend additional ICN services to decision-makers in your organization? Eighty-seven percent (87%) said they would be somewhat or very likely.
4. How likely would you be to recommend the ICN to a colleague? Eighty-eight percent (88%) responded very likely or somewhat likely.

In the future, the ICN will probably conduct an annual customer survey, but may look at other options as well, such as customer focus groups. Survey results are an important component of the strategic planning effort.

K-12 Video Update – Terry Rinehart and Trista Peitzman, IPTV.

Mr. Rinehart, Director of Educational Telecommunications at IPTV, reported on the K-12 Connections Project. As the result of a collaborative undertaking by the ICN and IPTV, there have been great strides in the outreach effort and enhancement of the program. This may be a record year; last year at this point, video hours totaled just over 4,000 whereas at the end of April, 2008, 7,573 hours had been logged. At that rate, we are projecting 8,400 hours for the year. The Connections Project is also exploring potential grant funding and has had some success. A total of \$29,000 has been awarded to date.

Ms. Peitzman is the K-12 Coordinator at IPTV. During the first eight years of the project, the focus was on giving students access to opportunities they didn't have otherwise. In the last few years, the focus has changed to meeting the needs of adults who work with the children (nurses, school counselors, administrators, educators, school food workers). Gail McMahon and Trista have been meeting with a lot of different groups, targeting possible presenters, trying to generate

ideas for new classes. The word is spreading, as calls are starting to come in rather than IPTV/ICN having to seek out people and ideas.

Legislative Update – John Gillispie.

Senate File 2432 which was signed by the Governor on May 9 allocates \$2.1 million for replacement of equipment for the ICN and \$1.8 million for network redundancy on the Capitol Complex.

House File 2595, the ICN's proposal to give the Commission decision-making authority for Part III sites based on competition and cost, did not pass. Hearings are planned over the summer months to explore this issue more fully and the ICN will pursue legislation again next year.

House File 2539 – Director Gillispie has been named to the Electronic Health Information Advisory Council. The Council sets goals for the statewide electronic health information system.

Strategic Plan Update – Joseph Cassis.

Planning efforts are progressing in the following areas:

- 1) Communications – Both internal and external initiatives are on track. A new employee survey was launched yesterday, focusing on job satisfaction. The 2nd Annual In Toto Conference is in the planning stages and scheduled for September.
- 2) Ethernet Deployment – The first test is scheduled for this Friday.
- 3) Integration of Customer Databases – We are currently defining the requirements for the OSS application and working on an RFI (request for information) to ask vendors to demo their applications.

All strategic planning initiatives are on track. Later this year, the methodologies will be reviewed to identify how the process can be improved. It will also be time to update the strategic plan for the coming year.

Review FY08 ICN Budget-to-Actual Financials – Kevin Heinzeroth.

Budget-to-actual financials were presented for the month ending March 31, 2008. Video hours continued to decrease resulting in lower revenues; billings are behind those of March 2007 and behind the March 2008 projected amount. Voice services are running pretty similar to the previous fiscal year. It does not appear that the Board of Regents has moved off of ICN services yet. Data services continue to hold steady. Installation revenues appear to be down from last year. In June, the ICN will return \$250,000 that was received as seed money back in the 1990s. The ICN is now permitted to retain earned interest; currently, there is \$700,000 in accrued interest.

In summary, the March year-to-date statement shows net cash from operations of \$2 million (excluding the \$2 million appropriation). Equipment expenditures year-to-date are \$2.5 million.

Director Gillispie advised that the ICN is accumulating cash, laying the groundwork for major expenditures that are planned in the future.

Administrative Rules Adoption – Tami Fujinaka.

Final adoption of proposed administrative rule changes was deferred to the July meeting.

Iowa Rural Healthcare Telecommunications Program – Joseph Cassis.

The Federal Communications Commission awarded \$9.9 million to the Iowa Hospital Association (IHA) to link health care providers across the state of Iowa. The ICN is working with the Iowa Hospital Association, providing assistance where possible. The work team has created two RFPs and is working with the 88 participating sites to identify how the connections should be made and where the equipment will go. The IHA network will utilize the ICN backbone for connectivity. RFPs will be released in early June with awards anticipated in the September timeframe. The memorandum of understanding between IHA and the ICN for telecommunications expertise is being finalized.

Action on Certified User Waiver Requests – Dave Lingren.

None.

Other Business

Formalize Agenda Items for the June 18 Telephonic Meeting –

1. Telejustice initiatives - Commissioner Lapointe is working on a project in Cerro Gordo County. How did the previous pilot projects turn out?
2. Update on video over IP
3. Discuss setting up a longer meeting
4. Update from Michael Tutty on enterprise architecture and the OSS (operational support system) project

Ms. Brandsgard reported that she and Mollie Anderson, Director of the Department of Administrative Services, had completed Director Gillispie's annual review.

Adjournment

There being no further business, the meeting adjourned at 10:01 a.m.